

ABSTRACT OF THE DISCLOSURE

5 A technique is provided for updating speech models for speech recognition by identifying, from a class of users, speech data for a predetermined set of utterances that differ from a set of stored speech models by at least a predetermined amount. The identified speech data for similar utterances from the class of users is collected and used to correct the set of stored speech models. As a result, the corrected speech models are a closer match to the utterances than were the set of stored speech models. The set of speech models are subsequently updated with the
10 corrected speech models to provide improved speech recognition of utterances from the class of users. For example, the corrected speech models may be processed and stored at a central database and returned, via a suitable communications channel (e.g. the Internet) to individual user sites to update the speech recognition apparatus at those sites.

09932760.001601